

**County of San Bernardino
Behavioral Health Commission**

Behavioral Health Commission Program Visit

Introduction

San Bernardino County Behavioral Health Commission is dedicated to reviewing and evaluating the community's mental health needs, services, facilities and special problems as mandated by the Welfare & Institutions Code 5604.2. Based on these reviews, the Behavioral Health Commission will evaluate and provide comments on the Department of Behavioral Health's (DBH) performance as well as provide a verbal and/or written report to the Behavioral Health Commission and the Director of the Department of Behavioral Health (DBH). This will allow DBH to strive towards becoming a more effective and efficient organization. These reviews will be completed by the Behavioral Health Commission conducting program visits at the Department.

Purpose

The purpose of the Behavioral Health Commission program visit includes, but are not limited to the following:

- to obtain knowledge and an understanding of all programs offered through DBH, including county and contract agencies
 - to share information, within the guidelines of confidentiality, with the other members of the Behavioral Health Commission and the Director of the Department of Behavioral Health (DBH)
 - to identify concerns as well as offer suggestions and recommendations for enhancing services to the programs
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**Program Visit
Procedures**

The following procedures will be followed by DBH and the Behavioral Health Commission when conducting all program visits.

Step	Action
1	DBH will submit a letter to all providers, both county and contract, regarding members of the Behavioral Health Commission conducting program visits for Fiscal Year 08-09.
2	The Behavioral Health Commission members will receive a list of Programs by Supervisorial Districts for the purpose of these visits.
3	Each member of the Behavioral Health Commission will provide a verbal and/or written report on their program visit during the Behavioral Health Commission meeting following their program visit.
4	The Director of DBH will prepare any necessary response to the Behavioral Health Commission report within confidentiality guidelines.

Program Visit Summary (Optional)

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**Suggested, but not limited to, questions for the Behavioral Health Commission
Program Visits:**

- 1. What type of clients/consumers do you serve?**
- 2. How does the facility provide for clients/consumers who are not primarily English-Speaking?**
- 3. What kind of ongoing training do you provide for your staff dealing with clients/consumers?**
- 4. What kind of public or social support activities are provided for clients/consumers?**
- 5. What kind of post-treatment services do you provide?**
- 6. Describe the types of behavioral health intervention provided, how often they are provided, and what are the qualifications of the providers?**
- 7. Are there any additional (specialty or beyond standard) services that you provide? If so, please list them.**
- 8. What kind of support does the community provide for your program?**
- 9. Are client/consumer grievance procedures prominently posted? Are grievance forms readily available to the clients/consumers?**